

CLAIMS

What is claimed is:

- 1 A computer network comprising:
- 2 at least one client device operative with the computer network;
- 3 at least one server, the server constructed and arranged to receive a request from
- 4 at least one client device, the at least one server enabling the execution and operation of:
- 5 a case status module;
- 6 an intake module operative with the case status module;
- 7 a role module operative with the case status module;
- 8 an accounting module operative with the case status module;
- 9 an alert distribution module operative with the case status module and the
- 10 role module;
- 11 a correspondence distribution module operative with the case status
- 12 module;
- 13 a document distribution module operative with the correspondence
- 14 distribution module; and
- 15 a client information module, the client information module operative with
- 16 the case status module, the client information module operative with the
- 17 correspondence module, the client information module operative with the
- 18 document distribution module, and the client information module operative with
- 19 the agency module;

20 wherein, the modules on the server service the request from the client
21 device.

- 1 2. The computer system as in Claim 1, wherein the case status module comprises:
- 2 a settlement object;
- 3 a related_case object;
- 4 an employment_status object;
- 5 a case object;
- 6 a case_status object;
- 7 a case_note object;
- 8 a case_type object;
- 9 a content object;
- 10 a user object;
- 11 a te_counter object;
- 12 an activity_log object;
- 13 an employee object;
- 14 a status_history object;
- 15 an activity object; and
- 16 a case_calendar object.

- 1 3. The computer system as in Claim 1 wherein the intake module comprises:
- 2 an issue object;
- 3 a case_issue object;
- 4 a basis object;
- 5 a case_basis object;
- 6 a charge object;
- 7 an agency_contact object;
- 8 a dismissal_type object;
- 9 a determination_type object;
- 10 a complaint object; and
- 11 a submission_type object.
- 12 an agency object; and
- 13 an address object.

- 1 4. The computer system as in Claim 1 wherein the role module comprises:
- 2 a user_role object;
- 3 a role object;
- 4 a role_report object;
- 5 a report object; and
- 6 a role_alert object.

- 1 5. The computer system as in Claim 1 wherein the alert distribution module
2 comprises:
3 a user_alert object;
4 an alert object; and
5 an alert_history object.
- 1 6. The computer system as in Claim 1, wherein the accounting module comprises:
2 an invoice_master object; and
3 a payment object.
- 1 7. The computer system as in Claim 1 wherein the client information module
2 comprises:
3 a client_contact object;
4 a client_hq object;
5 a client_division object;
6 a client_contacts object;
7 a client_note object;
8 a union_type object;
9 a client_union object;
10 a client_location object;
11 a sic object; and
12 a client_sic object.

1 8. The computer system as in Claim 1 wherein the document distribution module
2 comprises:

3 a document_template object;
4 a client_document_recipient object;
5 a document_distribution object; and
6 a client_document object.

1 9. The computer system as in Claim 1 wherein the correspondence distribution
2 module comprises:

3 a correspondence_template object;
4 a client_correspondence_recipient object;
5 a client_correspondence object;
6 a case_correspondence object;
7 a correspondence_distribution object;
8 an approval_status object; and
9 a case_document object.

1 10. The computer system as in Claim 1 the computer system further having a help
2 object.

- 1 11. The computer system as in Claim 2 wherein the settlement object comprises:
2 a settlement_id property;
3 a range_lower property;
4 a range_upper property;
5 a range_desc property;
6 a settlement_date property;
7 a demanded_amount property;
8 a demand_desc property;
9 an actual_amount property; and
10 an actual_desc property.
- 1 12. The computer system as in Claim 2 wherein the related_case object comprises:
2 a case_id_2 property;
3 a case_id_1 property; and
4 a relationship_desc property.
- 1 13. The computer system as in Claim 2, wherein the employment_status object
2 comprises:
3 an emp_status_id property; and
4 a status_name property.

1 14. The computer system as in Claim 3, wherein the dismissal_type object comprises:
2 a dismissal_type_id property;
3 a type_name property; and
4 an active_ind property.

1 15. The computer system as in Claim 2, wherein the case object comprises:
2 a case_id property;
3 a client_location_id property;
4 an emp_status_id property;
5 a case_type_id property;
6 a complaint_id property;
7 a case_manager_user_id property;
8 a case_status_id property;
9 a case_sub_status_id property;
10 a dismissal_type_id property;
11 a settlement_id property;
12 a ts_cliinfo_record_id property;
13 a consultant_user_id property;
14 a case_number property;
15 a te_code property;
16 a rate property;
17 a rate_type property;

18 a date_reactivated property;
19 a date_closed property;
20 a report_due_date property;
21 an insurance_claim_no property;
22 a court_filing_date property;
23 a court_state property;
24 a court_circuit property;
25 a date_added property;
26 a date_modified property;
27 an added_by property;
28 a modified_by property;
29 a first_name property;
30 a last_name property;
31 a complaint property;
32 a date_received property;
33 a job_title property; and
34 a title property.

- 1 16. The computer system as in Claim 2, wherein the case_status object comprises:
2 a case_status_id property;
3 a complainant_content_id property;
4 a status_name property;

5 a sort_sequence property;
6 a closure_ind property;
7 a parent_status_id property;
8 an active_ind property;
9 a temp_active_ind property;
10 a client_status property;
11 a status_desc property; and
12 an abbreviation property.

1 17. The computer system as in Claim 2, wherein the case_note object comprises:
2 a case_note_id property;
3 a case_id property;
4 a note property;
5 a user_id property; and
6 a note_date property.

1 18. The computer system as in Claim 2, wherein the case_type object comprises:
2 a case_type_id property;
3 a case_type_name property; and
4 an abbreviation property.

1 19. The computer system as in Claim 2, wherein the content object comprises:
2 an id property;
3 a description property;
4 a language property; and
5 a body property.

1 20. The computer system as in Claim 2, wherein the user object comprises:
2 an id property;
3 a client_hq_id property;
4 a last_name property;
5 a first_name property;
6 a middle_name property;
7 a prefix property;
8 a suffix property;
9 a username property;
10 a password property;
11 an employee_ind property;
12 an email property;
13 a last_visited property;
14 a visit_count property;
15 a client_ind property;
16 a locked_ind property; and
17 a status_code property.

- 1 21. The computer system as in Claim 2, wherein the activity_log object comprises:
- 2 an activity_log_id property;
- 3 an actor_user_id property;
- 4 an activity_date property;
- 5 an activity_id property;
- 6 a case_id property;
- 7 an invoice_id property;
- 8 an activity_description property;
- 9 a time_spent property;
- 10 a ts_description property;
- 11 a ts_task_code property;
- 12 a billable_ind property;
- 13 an exported_ind property;
- 14 an export_date property; and
- 15 a ts_slip_id property.

- 1 22. A computer system as in Claim 2, wherein the employee object comprises:
- 2 an employee_id property;
- 3 a supervisor_user_id property;
- 4 an employee_user_id property;
- 5 an initials property;
- 6 a title property;

7 an education property;
8 a background property;
9 a date_hired property;
10 a work_hours property;
11 a friday_group property;
12 a special_projects property;
13 an active_case_count property;
14 a rating property;
15 a ts_nickname_1 property;
16 a ts_nickname_2 property; and
17 a ts_name_id property.

1 23. A computer system as in Claim 2, wherein the status_history object comprises:
2 an entity_id property;
3 an entity_name property;
4 a date_modified property;
5 a user_id property; and
6 a status_code property.

1 24. A computer system as in Claim 2, wherein the activity object comprises:
2 an activity_id property;
3 a case_sub_status_id property;
4 a case_status_id property;

5 an activity_name property;
6 an activity_description property;
7 a ts_task_code property;
8 a sort_sequence property;
9 an activity_sequence property; and
10 a locked_ind property.

1 25. A computer system as in Claim 2, wherein the case_calendar object comprises:
2 a calendar_id property;
3 a case_id property;
4 a user_id property;
5 an activity_id property;
6 an event_date property;
7 a description property;
8 a closed_ind property; and
9 an event_title property.

1 26. The computer system as in Claim 3, wherein the complaint object comprises:
2 a complaint_id property;
3 a submission_user_id property;
4 a submission_type_id property;
5 a complainant_first_name property;
6 a complainant_last_name property;

7 a work_address_id property;
8 a complaint property;
9 a client_hq_id property;
10 a job_title property;
11 a note property;
12 a date_reported property;
13 a report_recipient property;
14 a client_action property;
15 a sjbc_action property;
16 a submission_no property;
17 a submission_date property;
18 an emp_name property;
19 an emp_division property;
20 an emp_location property;
21 a status_code property; and
22 a complainant_contact_times property.

1 27. The computer system as in Claim 3, wherein the submission_type object
2 comprises:
3 a submission_type_id property;
4 a type_name property; and
5 a description property.

1 28. The computer system as in Claim 3, wherein the issue object comprises:
2 an issue_id property; and
3 an issue_name property.

1 29. The computer system as in Claim 3, wherein the case_issue object comprises:
2 an issue_id property;
3 a case_id property; and
4 an agency_id property.

1 30. The computer system as in Claim 3, wherein the basis object comprises:
2 a basis_id property; and
3 a basis_name property.

1 31. A computer system as in Claim 3, wherein the case_basis object comprises:
2 a basis_id property;
3 a case_id property; and
4 an agency_id property.

1 32. A computer system as in Claim 3, wherein the charge object comprises:
2 an agency_id property;
3 a case_id property;
4 an agency_contact_id property;
5 a determination_type_id property;
6 a resolution_date property;

7 a primary_ind property;
8 a dated_filed property;
9 a note property;
10 a determination_date property;
11 a date_reopened property;
12 a charge_no property; and
13 a class_action_ind property.

1 33. The computer system in Claim 3, wherein the agency_contact object comprises:
2 an agency_contact_id property;
3 an agency_id property;
4 an address_id property;
5 a last_name property;
6 a first_name property;
7 a title property;
8 an investigator_ind property;
9 an executive_ind property;
10 a notes property; and
11 a status_code property.

1 34. The computer system as in Claim 3, wherein the agency object comprises:
2 an agency_id property;
3 an address_id property;

4 an agency_name property;
5 an agency_type property;
6 a director_name property;
7 a url property;
8 a status_code property;
9 a time_zone property; and
10 a notes property.

1 35. The computer system as in Claim 3, wherein the address object comprises:
2 an address_id property;
3 an address_1 property;
4 an address_2 property;
5 an address_3 property;
6 a city property;
7 a state property;
8 a postal_code property;
9 a phone property;
10 an extension property;
11 a fax property;
12 an email property;
13 an addressee_name property;
14 an aux_phone property;

15 an aux_phone_note property;
16 a home_address_ind property; and
17 a home_phone property.

1 36. The computer system as in Claim 4, wherein the user_role object comprises:
2 a user_id property; and
3 a role_id property.

1 37. The computer system as in Claim 4, wherein the role object comprises:
2 a role_id property;
3 a role_title property;
4 a role_name property;
5 a role_desc property;
6 an employee_ind property; and
7 a client_ind property.

1 38. The computer system as in Claim 4, wherein the role_report object comprises:
2 a report_id property; and
3 a role_id property.

1 39. The computer system as in Claim 4, wherein the report object comprises:
2 a report_id property;
3 a report_title property; and
4 an orientation property.

1 40. The computer system as in Claim 4, wherein the role_alert object comprises:
2 an alert_id property; and
3 a role_id property.

1 41. The computer system as in Claim 5, wherein the user_alert object comprises:
2 a user_id property; and
3 an alert_id property.

1 42. The computer system as in Claim 5, wherein the alert object comprises:
2 an alert_id property;
3 an alert_name property;
4 an alert_desc property;
5 an alert_message property;
6 an alert_title property;
7 an alert_subject property;
8 an email_ind property; and
9 a website_ind property.

1 43. The computer system as in Claim 5, wherein the alert_history object comprises:
2 an alert_history_id property;
3 an alert_id property;
4 a user_id property;
5 an alert_subject property;
6 an alert_body property;
7 a date_added property;
8 a date_sent property; and
9 a date_viewed property.

1 44. The computer system as in Claim 6, wherein the invoice_master object comprises:
2 an invoice_id property;
3 a case_id property;
4 a start_date property;
5 an end_date property;
6 an invoice_date property;
7 a ts_record_id property;
8 a fee_amount property;
9 an expense_amount property; and
10 a pif_ind property.

1 45. The computer system as in Claim 6, wherein the payment object comprises:
2 a payment_id property;

3 an invoice_id property;
4 a payment_no property;
5 an authorizing_user_id property;
6 a paid_amount property;
7 a payment_date property;
8 a note property; and
9 a payment_type property.

1 46. The computer system as in Claim 7, wherein the client_contact object comprises:
2 a client_contact_id property;
3 a user_id property;
4 an address_id property;
5 a title property;
6 an active_ind property; and
7 a status_code property.

1 47. The computer system as in Claim 7, wherein the client_hq object comprises:
2 a client_hq_id property;
3 an address_id property;
4 a client_name property;
5 a client_name_short property;
6 a display_name property;
7 a client_type property;

8 a client_dba_name property;
9 a file_number_prefix property;
10 a file_number_counter property;
11 an aliases property;
12 a products_services property;
13 a president_name property;
14 a url property;
15 a ceo_name property;
16 a state_federal_contract_ind property;
17 an employee_count property;
18 a corporate_union_ind property;
19 a time_zone property;
20 an incorporation_state property;
21 an rfi_turnaround property;
22 a ps_turnaround property;
23 a followup_period property;
24 an update_period property;
25 a witness_interview_ind property;
26 an int_rate property;
27 an int_rate_type property;
28 an ext_rate property; and
29 an ext_rate_type property.

- 1 48. A computer system as in Claim 7, wherein the client_division object comprises:
- 2 a client_division_id property;
- 3 a client_hq_id property;
- 4 an address_id property;
- 5 a client_name property;
- 6 a client_name_short property;
- 7 a display_name property;
- 8 a client_type property;
- 9 a file_number_prefix property;
- 10 a time_zone property;
- 11 an rfi_turnaround property;
- 12 a ps_turnaround property;
- 13 a followup_period property;
- 14 an update_period property;
- 15 a witness_interview_ind property;
- 16 an exit_interview_ind property;
- 17 an int_rate property;
- 18 an int_rate_type property;
- 19 an ext_rate property; and
- 20 an ext_rate_type property.

- 1 49. A computer as in Claim 7, wherein the client_contacts object comprises:
- 2 a client_contacts_id property;
- 3 a client_hq_id property;
- 4 a client_contact_id property;
- 5 a client_location_id property;
- 6 a client_division_id property;
- 7 a bill_to_ind property;
- 8 a primary_poc_ind property;
- 9 an ap_poc_ind property;
- 10 an active_ind property;
- 11 a status_code property; and
- 12 a bill_to_cc_ind property.
- 1 50. A computer system as in Claim 7, wherein the client_note object comprises:
- 2 a client_note_id property;
- 3 a client_location_id property;
- 4 a client_division_id property;
- 5 a client_hq_id property;
- 6 a note property;
- 7 a user_id property; and
- 8 a note_date property.

1 51. A computer system as in Claim 7, wherein the union_type object comprises:
2 a union_type_id property;
3 a name property;
4 an abbreviation property; and
5 a url property.

1 52. A computer system as in Claim 7, wherein the client_union object comprises:
2 a union_type_id property;
3 a client_location_id property;
4 a client_division_id property;
5 a client_hq_id property;
6 an address_id property;
7 a local_number property;
8 a url property;
9 a cba_online_ind property; and
10 an abbreviation property.

1 53. A computer system as in Claim 7, wherein the client_location object comprises:
2 a client_location_id property;
3 a client_hq_id property;
4 a client_division_id property;
5 an address_id property;
6 a client_name property;

7 a client_name_short property;
8 a display_name property;
9 a policy_number property;
10 a policy_deductible property;
11 a client_type property; and
12 a time_zone property.

1 54. A computer system as in Claim 7, wherein the sic object comprises:

2 a sic_code_id property;
3 a sic_name property;
4 a sic_description property; and
5 a sic_code property.

1 55. A computer system as in Claim 7, wherein the client_sic object comprises:

2 a client_hq_id property; and
3 a sic_code_id property.

1 56. A computer system as in Claim 2, wherein the te_counter object comprises:

2 a counter property.

1 57. A computer system as in Claim 8, wherein the document_template comprises:

2 a document_template_id property;
3 a document_title property;
4 a filename property;

5 a version property;
6 an open_date property;
7 a close_date property; and
8 an active_ind property.

1 58. A computer system as in Claim 8, wherein the client_document object comprises:

2 a client_document_id property;
3 a client_division_id property;
4 a client_hq_ind property;
5 a document_template_id property;
6 a document_title property;
7 a required_ind property;
8 a hardcopy_ind property;
9 a hardcopy_distribution_method property; and
10 an approval_ind property.

1 59. A computer system as in Claim 8, wherein the document_distribution object
2 comprises:

3 a document_distribution_id property;
4 an approval_status property;
5 a document_id property;
6 a client_contact_id property;
7 a view date property;

- 8 a response_date property;
- 9 a response property;
- 10 an approval_ind property; and
- 11 a date_added property.

1 60. A computer system as in Claim 8, wherein the client_document_recipient object
2 comprises:

3 a document_template_id property;
4 a client_contact_id property;
5 an approval_ind property; and
6 a copied_ind property.

1 61. A computer system as in Claim 9, wherein the correspondence_template object
2 comprises:

3 a correspondence_template_id property;
4 a case_type_id property;
5 a correspondence_name property;
6 a body property;
7 a subject property;
8 an open_date property;
9 a document_ind property;
10 a close_date property; and
11 an active_ind property.

1 62. A computer system as in Claim 9, wherein the client_correspondence_recipient
2 object comprises:

3 a correspondence_template_id property; and
4 a client_contact_id property.

- 1 63. A computer system as in Claim 9, wherein the client_correspondence object
2 comprises:
- 3 a client_correspondence_id property;
- 4 a correspondence_template_id property;
- 5 a client_hq_id property;
- 6 a client_division_id property; and
- 7 a required_ind property.

1 64. A computer system and in Claim 9, wherein the case_correspondence object
2 comprises:

3 a correspondence_id property;
4 a correspondence_template_id property;
5 a case_id property;
6 a date_added property;
7 a body property;
8 a subject property; and
9 an added_by property.

1 65. A computer system as in Claim 9, wherein the correspondence_distribution object
2 comprises:

3 a correspondence_distribution_id property;
4 a correspondence_id property;
5 a client_contact_id property;
6 a view_date property;
7 a response_date property; and
8 a response property.

1 66. A computer system as in Claim 3, wherein the determination_type object-comprises:
2 a determination_type_id property;
3 a type_name property; and
4 an active_ind property.

1 67. A computer system as in Claim 9, wherein the approval_status object comprises:
2 an approval_status_id property;
3 a status_name property; and
4 an active_ind property.

1 68. A computer system as in Claim 9, wherein the case_document object comprises:
2 a document_id property;
3 an approval_status_id property;
4 a case_id property;
5 a document_template_id property;
6 a date_approved property;
7 a locked_ind property;
8 an override_by property;
9 an override_reason property;
10 a date_added property;
11 an added_by property;
12 a date_modified property;
13 a modified_by property;
14 a filename property;
15 a document_title property; and
16 an offline_ind property.

1 69. A computer system as in Claim 10, wherein the help object comprises:

2 a help_id property;

3 a title property; and

4 a filename property.

1 70. A method for processing communications and documents on a computer system

2 having at least one server that is connected to a network in operative communication with

3 at least one client device, the method comprising:

4 receiving a case;

5 creating one or more case-related objects on the computer system, the case-related

6 objects containing information related to the case;

7 performing a management review;

8 performing an initial Consultant review;

9 investigating the case and storing information gathered in the investigation into

10 the computer system;

11 preparing at least one report with information within the computer system; and

12 closing the case.

- 1 71. The method as in Claim 69, wherein the step of closing the case comprises:
2 determining if an exit review is required and, if so, conducting the exit review;
3 determining if the case has settled;
4 if the case has settled, then setting a status property in one of the case-related
5 objects to indicate the case has settled, otherwise, determining if the case has been
6 dismissed; and
7 if the case has been dismissed, then setting the status property in one of the case-
8 related objects to indicate the case has been dismissed, otherwise, setting the status
9 property in one of the case-related objects to indicate the case has been closed.
- 1 72. A method for logging into a computer system having at least one server that is in
2 operative communication with a network, the network also in operative communication
3 with at least one client device, the method comprising:
4 logging into the computer system through the client device;
5 determining if the user is with the operating organization, and if so, then
6 displaying the user page for the operating organization;
7 otherwise, determining if the user is a complainant, and if so, then displaying the
8 user page for a complainant;
9 otherwise, determining if the user is a client representative, and if so, then
10 determining the type of client and displaying a user page specific to the type of client.

1 73. A method for monitoring a case on a computer system having at least one server
2 that is in operative communication with a network, the network also in operative
3 communication with at least one client device, the method comprising:
4 instantiating a case object and designating it for the case;
5 setting a property in the case object to designate a monitor mode;
6 coordinating agency activities;
7 determining if the agency has submitted a request for information, and if so, then
8 replying to the request for information;
9 determining if the agency has a finding of cause, and if not, then dismissing the
10 case;
11 receiving a determination;
12 requesting reconsideration by filing a motion to reconsider;
13 determining if the motion to reconsider was accepted, and if not, then dismissing
14 the case;
15 determining if the case can be settled, and if not, then dismissing the case; and
16 settling the case.

1 74. A computer network comprising:
2 at least one client device operative with the computer network;
3 at least one server, the server constructed and arranged to receive a request from
4 the at least one client device, the at least one server enabling the execution and operation
5 of:

6 a case status module comprising:
7 one or more case objects;
8 a settlement object associated with one or more case objects;
9 one or more case_note objects associated with one of the case
10 objects;
11 a case_status object associated with one or more case objects;
12 an employment_status object associated with one or more case
13 objects;
14 one or more related_case objects associated with a case object;
15 a case_type object associated with one or more case objects;
16 a content object associated with one or more case_status objects;
17 a te_counter object;
18 one or more user objects associated with one or more case objects;
19 one or more activity_log objects associated with one of the case
20 objects, and one or more activity_log objects associated with one of the
21 user objects;
22 one or more employee objects associated with one of the user
23 objects;
24 one or more status_history objects associated with one of the user
25 objects;

26 one or more activity objects associated with one of the case_status
27 objects, and one of the activity objects associated with one or more
28 activity_log objects;

29 one or more case_calendar objects associated with one of the
30 activity objects, one or more of the case_calendar objects associated with
31 one of the user objects, and one or more of the case_calendar objects
32 associated with one of the case objects;

33 an intake module operative with the case status module comprising:

34 a dismissal_type object associated with one or more case objects;

35 one or more complaint objects, one of the complaint objects
36 associated with one or more of the case objects;

37 a submission_type object associated with one or more of the
38 complaint objects;

39 one or more charge objects, one or more of the charge objects
40 associated with one of the case objects, one or more of the charge objects
41 associated with the dismissal_type object, and one or more of the charge
42 objects associated with one of the case_status objects;

43 one or more agency objects, one of the agency objects associated
44 with one or more of the charge objects;

45 one or more case_basis objects, one or more of the case_basis
46 objects associated with one of the case objects, one or more of the
47 case_basis objects associated with one of the agency objects;

48 a basis object, the basis object associated with one or more of the
49 case_basis objects;

50 one or more case_issue objects, one or more of the case_issue
51 objects associated with one of the agency objects, and one or more of the
52 case_issue objects associated with one of the case objects;

53 an issue object, the issue object associated with one or more of the
54 case_issue objects;

55 one or more agency_contact objects, one or more of the
56 agency_contact objects associated with one of the agency objects, one of
57 the agency_contact objects associated with one or more of the charge
58 objects;

59 a determination_type object associated with one or more charge
60 objects; and

61 an address object, the address object begin associated with one or
62 more of the agency_contact objects, and the address object associated with
63 one or more of the agency objects;

64 a role module operative with the case status module, the role module
65 comprising:

66 one or more user_role objects, one or more of the user_role objects
67 associated with the user object of the case status module;

68 a role object, the role object associated with one or more of the
69 user_role objects;

70 one or more role_alert object, one or more of the role_alert objects
71 associated with the role object;
72 one or more role_report objects, one or more of the role_report
73 objects associated with the role object; and
74 a report object, the report object associated with one or more of the
75 role_report objects;
76 an accounting module operative with the case status module comprising:
77 one or more invoice_master objects, one of the invoice_master
78 objects associated with one of the activity_log objects, and one or more
79 invoice_master objects associated with a case object;
80 one or more payment objects, one or more of the payment objects
81 associated with one of the user objects, one or more of the payment
82 objects associated with one of the invoice_master objects;
83 an alert distribution module operative with the case status module
84 comprising:
85 a alert object, the alert object associated with one or more of the
86 role_alert objects of the role module;
87 one or more alert_history objects, one or more of the alert_history
88 objects associated with the alert object, one or more of the alert_history
89 objects associated with the one or more of the user objects; and

90 one or more user_alert objects, one or more of the user_alert
91 objects associated with one of the alert objects, and one or more of the
92 user_alert objects associated with one of the user objects;
93 a correspondence distribution module operative with the case status
94 module comprising:
95 one or more correspondence_template objects, one or more of the
96 correspondence_template objects associated with the case_type object;
97 one or more client_correspondence_recipient objects; one or more
98 of the client_correspondence_recipient objects associated with one of the
99 correspondence_template objects;
100 one or more client_correspondence objects, one or more of the
101 client_correspondence objects associated with one of the
102 correspondence_template objects;
103 one or more case_correspondence objects, one or more of the
104 case_correspondence objects associated with one of the case objects of the
105 case status module, and one or more of the case_correspondence objects
106 associated with one of the correspondence_template objects;
107 one or more correspondence_distribution objects, one or more of
108 the correspondence_distribution objects associated with one of the
109 case_correspondence objects;
110 an approval_status object; and

111 one or more case_document objects, one or more of the
112 case_document objects associated with one of the case objects, and one or
113 more of the case_document objects associated with the approval_status
114 object;
115 a document distribution module operative with the correspondence
116 distribution module comprising:
117 a document_template object, the document_template object
118 associated with one or more case_document objects;
119 one or more client_document_recipient object, one or more of the
120 client_document_recipient objects associated with the
121 document_template;
122 one or more client_document objects, one or more of the
123 client_document objects associated with the document_template object;
124 and
125 one or more document_distribution objects, one or more of the
126 document_distribution objects associated with one of the approval_status
127 objects, and one or more of the document_distribution objects associated
128 with one of the case_document objects; and
129 a client information module, the client information module operative with
130 the case status module, the correspondence module, and the document distribution
131 module, the client information module comprising:

132 one or more client_contact objects, one of the client_contact
133 objects associated with one or more of the correspondence_distribution
134 objects, one of the client_contact objects associated with one or more of
135 the complaint objects, one or more of the client_contact objects associated
136 with the address object, one or more of the client_contact objects
137 associated with one of the user objects, and one of the client_contact
138 objects associated with one or more of the document_distribution objects;

139 one or more client_division objects, one of the client_division
140 objects associated with one or more client_correspondence objects, one of
141 the client_division objects associated with one or more client_document
142 objects, and one or more of the client_division objects associated with one
143 of the address objects of the agency module;

144 one or more client_hq objects, one of the client_hq objects
145 associated with one or more user objects, one of the client_hq objects
146 associated with one or more of the client_division objects, one or more of
147 the client_hq objects associated with the address object, one of the
148 client_hq objects associated with one or more client_correspondence
149 objects, and one of the client_hq objects associated with one or more of
150 the client_document objects;

151 one or more client_sic objects, one or more of the client_sic
152 objects associated with one of the client_hq objects;

153 a sic object, the sic object associated with one or more of the
154 client_sic objects;
155 one or more client_location objects, one or more of the
156 client_location objects associated with one of the client_hq objects, one or
157 more of the client_location objects associated with one of the
158 client_division objects, one of the client_location objects associated with
159 one or more case objects, and one or more client_location objects
160 associated with the address object;
161 one or more client_note objects, one or more of the client_note
162 objects associated with one of the client_hq objects, one or more of the
163 client_note objects associated with one of the client_location objects, and
164 one or more of the client_note objects associated with one of the
165 client_division objects;
166 one or more client_contacts objects, one or more of the
167 client_contacts objects associated with one of the client_contact objects,
168 one or more of the client_contacts objects associated with one of the
169 client_division objects, one or more of the client_contacts associated with
170 one of the client_hq objects, one or more of the client_contacts objects
171 associated with one of the client_location objects, one of the
172 client_contacts objects associated with one or more of the
173 client_correspondence_recipient objects, and one of the client_contacts

174 objects associated with one or more of the client_document_recipient
175 objects;
176 one or more client_union objects, one or more of the client_union
177 objects associated with one of the client_hq objects, one or more of the
178 client_union objects associated with one of the client_division objects, one
179 or more of the client_union objects associated with the address object, and
180 one or more of the client_union objects associated with one of the
181 client_location objects; and
182 a union_type object, the union_type object associated with one or
183 more of the client_union objects;
184 wherein, the modules on the server service the request from the client device.

- 1 75. The computer system as in Claim 10, wherein the help object comprises:
2 a help_id property;
3 a title property; and
4 a filename property.